

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Wilcorp Industries Inc

#### Missouri Enterprise

#### ISO Certification Helps Wilcorp Industries

**Client Profile:**

Wilcorp Industries, Inc., is a 21-year-old company that specializes in packaging adhesives and sealants. The company has plants in both Marshfield and Billings, Missouri. The Billings facility employs 93 people.

**Situation:**

One of Wilcorp's major customers notified the company that to retain its business, the company would have to become ISO 9001:2000 registered. The company sought assistance from Missouri Enterprise, a NIST MEP network affiliate.

**Solution:**

In an executive overview of the process, Missouri Enterprise explained what registration would require. With management's commitment, Missouri Enterprise then provided a thorough gap analysis of Wilcorp's existing quality management system. Based on that gap analysis, Missouri Enterprise provided training and implementation assistance to help the company prepare its process and documentation for the registration audit. Successful registration enabled Wilcorp to retain a major portion of its revenue along with approximately 70 jobs.

**Results:**

- \* Achieved ISO 9001:2000 certification.
- \* Retained revenue.
- \* Retained 70 jobs.

**Testimonial:**

"Missouri Enterprise's overview of the ISO program and its requirements was very thorough, and we were especially impressed with the analysis in the baseline assessment."

Randy Van Landuyt, Plant Manager